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JAN 30 2001

OFFICE OF PETITIONS

[22089346-872706]

JAC

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : CLIFFORD A. HARRISON

U.S. Serial No. : 08/919,450

Filing Date : August 28, 1997

For : SYSTEM AND METHOD FOR COMPUTER AIDED
TECHNICIAN DISPATCH AND COMMUNICATION

Examiner : Nguyen, C.

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FEB - 1 2001

Group Art Unit : 2764

Technology Center 2100

Office of Petitions

Assistant Commissioner
for Patents

Washington, D.C. 20231

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TRANSMITTAL

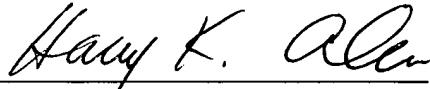
Transmitted herewith for filing in the above-identified application are:

- An Information Disclosure Statement;
- PTO form 1449;
- A Petition to withdraw holding of abandonment based on failure to receive office action;
- A Certificate of First Class Mailing and
- A Return Postcard.

No fee is deemed necessary with the filing of these documents. If a fee is deemed necessary, we authorize the Commissioner of Patents and Trademarks to charge Deposit Account No.: 02-0393.

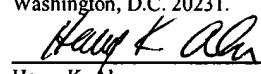
Dated: January 25, 2001
New York, New York

Respectfully submitted,



Harry K. Ahn, Reg. No. 40,243
Baker & McKenzie
Intellectual Property Group
805 Third Avenue, 29th Floor
New York, New York 10022
(212) 751-5700

I hereby certify that this correspondence is being deposited this date January 25, 2001 with the U.S. Postal Service with sufficient postage as first-class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231.


Harry K. Ahn

January 25, 2001

Date

Reg. No. 40,243



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Assistant Commissioner
for Patents
Washington, D.C. 20231

Technology Center 2100

PETITION TO WITHDRAW HOLDING OF ABANDONMENT
BASED ON FAILURE TO RECEIVE OFFICE ACTION

SIR:

Applicant respectfully requests the withdrawal of the holding of abandonment for the above-identified application.

On or about July 6, 1999, Applicant received a Notice of Allowance and Issue Fee Due.

On October 5, 1999, Applicant filed a Continued Prosecution Application (CPA) to obtain more time to evaluate approximately 128 references that have recently been brought to our attention. The CPA was filed with an authorization to charge \$760 to the deposit account of Applicant's attorney. As proof of filing, Applicant's attorney has enclosed herewith as Exhibit A a copy of the CPA documents as filed, U.S. Post Office Express Mail label showing the date of

mailing, and monthly statement of deposit account from the U.S. Patent and Trademark Office showing the charge of \$760 against the above-identified application (highlighted in yellow).

On October 26, 2000, without realizing that the case had been abandoned, Applicant's attorney called Examiner Nguyen to discuss the filing of an Information Disclosure Statement identifying the 128 references for his consideration such that they can be made of record. Surprisingly, Examiner Nguyen told Applicant's attorney that the application is listed as abandoned in the database. Examiner Nguyen also told Applicant's attorney that he will order the file and review the status, and asked Applicant's attorney to fax a copy of the CPA documents as filed. The CPA documents were faxed to Examiner Nguyen that day.

On October 31, 2000, Applicant's attorney called Examiner Nguyen again to discuss the situation. Examiner Nguyen told Applicant's Attorney that the file does not show receipt of any CPA being filed. He also stated that he would speak to his supervisor, Mr. Vincent Millin, to resolve the apparent discrepancy.

On December 5, 2000, Applicant's Attorney again contacted Examiner Nguyen to see whether any progress has been made in the case. Examiner Nguyen stated that no progress was made and a petition must be filed to revive the case. Applicant's Attorney then requested a copy of the notice of abandonment.

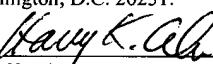
On January 4, 2001, Applicant's Attorney again called Examiner Nguyen to request a copy of the abandonment notice. Examiner Nguyen stated that he would fax it as soon as possible. On January 10, 2001, a copy of the Notice of Abandonment was finally received by Applicant's Attorney.

The original Notice of Abandonment was not received by Applicant's attorney. A search of the file jacket and docket records by Applicant's Attorney indicates that the Notice of Abandonment was not received. A copy of the docket record where the non-received Notice of Abandonment would have been entered had it been received and docketed is enclosed herewith as Exhibit B.

Based on the foregoing reasons, Applicant respectfully requests the withdrawal of the holding of abandonment for the above-identified application. While no fee is believed to be due, please charge any fees associated with this petition to Deposit Account No. 02-0393.

Dated: January 25, 2001
New York, New York

I hereby certify that this correspondence is being deposited this date January 25, 2001 with the U.S. Postal Service with sufficient postage as first-class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231.



Harry K. Ahn
Reg. No. 40,243

January 25, 2001
Date

Respectfully submitted,



Harry K. Ahn, Reg. No. 40,243
Baker & McKenzie
Intellectual Property Group
805 Third Avenue, 29th Floor
New York, New York 10022
(212) 751-5700

EXHIBIT A

PATENTS

To: Commissioner of Patents & Trademarks

Serial/Patent No. 08/919,450

File Date 8/28/97

Inventor: Clifford A. Harrison

Title: SYSTEM AND METHOD FOR COMPUTER-AIDED TECHNICIAN
DISPATCH AND TRACKING

The U.S. Patent & Trademark Office stamp herein acknowledges receipt of the following:

CPA Application (Utility _____ or Design _____) Total Pages _____ Sheets of Drawings

Declaration and Power

Response to Missing Parts

Transmittal Letter

Amendment

Small Entity Form

IDS & Citation in Application Form

Assignment

Certified Copy of Priority Document

Response to Office Action

Issue Fee Transmittal Form(s)

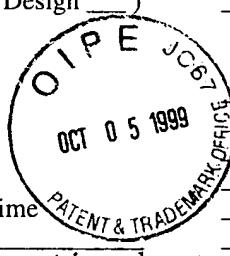
Request for Extension of Time

Check(s) \$ _____

Petition

Other: Request for continued prosecution application

Express Mail No. EG886825446US



BOX CPA
Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

Transmitted herewith is a request for a continuation continued prosecution application (CPA) of prior application no. 08/919,450 filed on August 28, 1997 of Inventor(s) Clifford A. Harrison

Entitled SYSTEM AND METHOD FOR COMPUTER-AIDED TECHNICIAN DISPATCH AND TRACKING

A Preliminary Amendment is enclosed.
 This application is filed by fewer than all of the inventors named in the prior application, 37 CFR 1.53(d)(4).

Please delete the following inventor(s) named in the prior non-provisional application
 The inventor(s) to be deleted are set forth on a separate sheet attached hereto.

The filing fee has been calculated as shown below:

	(Col. 1)	(Col. 2)		SMALL	ENTITY		OTHER THAN A SMALL ENTITY
FOR:	NO. FILED	NO. EXTRA		RATE	FEE		RATE FEE
BASIC FEE				\$380	<u>OR</u>		\$760 ,
TOTAL CLAIMS	15 - 20 =	*		x 9	\$	<u>OR</u>	x18 \$
INDEP CLAIMS	2 - 3 =	*		x 39	\$	<u>OR</u>	x78 \$
: MULTIPLE DEPENDENT CLAIM PRESENTED				x 130	\$	<u>OR</u>	x 260 \$
* If the difference in Col. 1 is less than zero, enter "0" in Col. 2				TOTAL	\$	<u>OR</u>	TOTAL \$760

Please charge Deposit Account No.02-0393 in the amount of \$760.00 to cover the filing fee. The Commissioner is also hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 02-0393. A duplicate copy of this sheet is enclosed.

Any additional filing fees required under 37 C.F.R. § 1.16.
 Any patent application processing fees under 37 C.F.R. § 1.17.

A check to cover the filing fee is enclosed.

The Commissioner is hereby authorized to charge payment of the following fees during the pendency of this application or credit any overpayment to Deposit Account No.02-0393. A duplicate copy of this sheet is enclosed.

Any patent application processing fees under 37 C.F.R. § 1.17.

The issue fee set in 37 C.F.R. § 1.18 at or before mailing of the Notice of Allowance, pursuant to 37 C.F.R. § 1.311(b).

Any filing fees under 37 C.F.R. § 1.16 for presentation of extra claims.

Respectfully Submitted,


 Victor DeVito (Reg. No. 36,325)
 BAKER & MCKENZIE
 805 THIRD AVENUE
 NEW YORK, N.Y. 10022
 (212) 751-5700

Date: October 5, 1999

EXPRESS MAIL NO. EG 886825446US

Date of Deposit: October 5, 1999

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POST OFFICE TO ADDRESSEE

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EG8882544BUS

ORIGIN (POSTAL USE ONLY)		DESTINATION	
P.O. ZIP		Day of Delivery	<input type="checkbox"/> Flat Rate Envelope
		<input type="checkbox"/> Next Day	<input type="checkbox"/> Second Postage
		<input type="checkbox"/> 12 Noon	<input type="checkbox"/> 3 PM
		<input type="checkbox"/> Return Receipt	<input type="checkbox"/> Signature
		<input type="checkbox"/> Military	<input type="checkbox"/> C.O.D.
		<input type="checkbox"/> AM	<input type="checkbox"/> 2nd Day
		<input type="checkbox"/> PM	<input type="checkbox"/> 3rd Day
		<input type="checkbox"/> Weekend	<input type="checkbox"/> Total Postage & Fees
		<input type="checkbox"/> Holiday	<input type="checkbox"/> \$
		Acceptance	<input type="checkbox"/> \$
		Clerk Initials	<input type="checkbox"/> \$

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FROM: (PLEASE PRINT)	PHONE
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Account No.	020393
Date	10-29-99
Page	1

BAKER & MCKENZIE
KEVIN MC CARTHY
805 THIRD AVENUE
NEW YORK NY 10022

FINA

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PLEASE SEND REMITTANCES TO:
Patent and Trademark Office
P.O. Box 70541
Chicago, Ill. 60673

DATE POSTED			CONTROL NO.	DESCRIPTION (Serial, Patent, TM, Order)	DOCKET NO.	FEE CODE	CHARGES/ CREDITS	BALANCE
MO.	DAY	YR.						
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AN AMOUNT SUFFICIENT TO
COVER ALL SERVICES REQUESTED
MUST ALWAYS BE ON DEPOSIT.

OPENING BALANCE

TOTAL CREDITS

CLOSING BALANCE

*** O.D. INDICATES OVERDRAWI

EXHIBIT B

Docket No 22089346-872706
 Country United States
 Case Type Regular
 Relation Type Original Filing
 Filing Type National
 Filing No
 Attorney Harry K. Ahn
 Agent
 Client\Division CSG Systems, Inc.
 Current Owner CSG Systems, Inc.
 Bill Atty James David Jacobs, Esq.
 File Location
 Status Filed
 First Filing Dt 8/28/1997
 Sub Stat Abandoned
 Sub Stat Dt 11/4/1999
 Parent Country United States
 Parent Filing D
 Parent No
 Parent Grant Dt
 Total Claims
 Ind. Claims

Application # 08/919,450
 Application Dt 8/28/1997
 Patent No
 Grant Dt
 Publication #
 Publication Dt
 Assigned
 Expiration Dt Assignment Recorded
 Conv Type
 Tax Base Dt
 Next Tax Dt
 Associate
 Oper Grp
 Ag Ref No
 Verified N
 Customer MJPP
 Create Dt 12/15/1997
 Update Dt 12/21/2000
 Update Tm 1615
 Update User RRD
 Update Type A

** Actions **

Action	Decl Completed	Comp Dt	6/8/1998
Act Due Date	10/28/1997	Resp Atty #1	James David Jacobs, Esq.
Taken Dt		Resp Atty #2	Harry K. Ahn
DeadLn Dt			
Action	Small Entity N/A	Comp Dt	10/28/1997
Act Due Date	10/28/1997	Resp Atty #1	James David Jacobs, Esq.
Taken Dt		Resp Atty #2	Harry K. Ahn
DeadLn Dt			
Action	Info Disc1. Statement	Comp Dt	8/18/1998
Act Due Date	11/28/1997	Resp Atty #1	James David Jacobs, Esq.
Taken Dt		Resp Atty #2	Harry K. Ahn
DeadLn Dt			
Action	Notice Missing Parts Filed	Comp Dt	6/8/1998
Act Due Date	1/8/1998	Resp Atty #1	James David Jacobs, Esq.
Taken Dt		Resp Atty #2	Harry K. Ahn
DeadLn Dt			
Act Notes	3 month ext filed 6/8/1998		
Action	File Assignment	Comp Dt	6/8/1998
Act Due Date	6/8/1998	Resp Atty #1	James David Jacobs, Esq.
Taken Dt		Resp Atty #2	Harry K. Ahn
DeadLn Dt			
Act Notes	Per clts instructions no foreign filing		
Action	No Foreign Filing	Comp Dt	8/24/1998
Act Due Date	8/28/1998	Resp Atty #1	James David Jacobs, Esq.
Taken Dt		Resp Atty #2	Harry K. Ahn
DeadLn Dt			
Act Notes	Per clts instructions no PCT filing		
Action	No PCT Filing	Comp Dt	8/24/1998
Act Due Date	8/28/1998	Resp Atty #1	James David Jacobs, Esq.
Taken Dt		Resp Atty #2	Harry K. Ahn
DeadLn Dt			
Act Notes	Per clts instructions no PCT filing		
Action	Response OA completed	Comp Dt	4/15/1999
Act Due Date	10/15/1998	Resp Atty #1	James David Jacobs, Esq.
Taken Dt		Resp Atty #2	Harry K. Ahn
DeadLn Dt			

12/21/2000

Patent Information Print

Page: 2

Act Notes 3 month ext filed

Action	Info Disc1. Statement	Comp Dt	
Act Due Date	7/26/1999	Resp Atty #1	James David Jacobs, Esq.
Taken Dt		Resp Atty #2	Harry K. Ahn
DeadLn Dt			

** Description **

Description Drawings Changes filed 4/15/1999

** Inventors **

Inv Name C.A. Harrison Assigned

** Title **

Title SYSTEM AND METHOD FOR COMPUTER-AIDED DISPATCH AND TRACKING



[22089346-872706]

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : CLIFFORD A. HARRISON

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TECHNICIAN DISPATCH AND COMMUNICATION

Examiner : Nguyen, C.

Group Art Unit : 2764

Office of Petitions
Assistant Commissioner
for Patents
Washington, D.C. 20231
Box DAC

INFORMATION DISCLOSURE STATEMENT

SIR:

1. In accordance with the duty of disclosure under 37 C.F.R. § 1.56 and in conformance with the procedures of 37 C.F.R. §§ 1.97 and 1.98 and M.P.E.P. § 609, attorneys for Applicants hereby bring the following references, which are listed on the attached modified PTO Form No. 1449 to the attention of the Examiner. It is respectfully requested that the information be expressly considered during the prosecution of this application, and that the references be made of record therein and appear among the "References Cited" on any patent to issue therefrom.
2. Copies of the patents are listed on the modified PTO form 1449.

3. Due to the voluminous nature of the references, Applicant's attorney telephoned Examiner Nguyen on October 26, 2000 and received his permission to exclude copies of the U.S. patents. Copies of non-U.S. patent references are being submitted herewith.
4. No fee is deemed necessary with the filing of these documents. If a fee is deemed necessary, we authorize the Commissioner of Patents and Trademarks to charge Deposit Account No.: 02-0393.

Dated: January 25, 2001
New York, New York

Respectfully submitted,



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Harry K. Ahn
Reg. No. 40,243

January 25, 2001
Date



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OFFICE OF PETITIONS

INFORMATION DISCLOSURE CITATION IN AN APPLICATION		Attorney Docket Number 22089346-872706	Application Number 08/919,450
(Use several sheets if necessary)			
		Applicant Clifford A. Harrison	
		Filing Date August 28, 1997	Group Art Unit 2764 3625

U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE
	4,455,619	6/19/84	Masui et al.	—		
	4,512,033	4/16/85	Schrock	—		
	4,558,413	12/10/85	Schmidt et al.	—		
	4,651,279	3/17/87	Suzuki	—		
	4,694,396	9/15/87	Weisshaar et al.	—		
	4,714,996	12/22/87	Gladney et al.	—		
	4,731,734	3/15/88	Gruner et al.			
	4,853,843	8/1/89	Ecklund			
	4,864,497	9/5/89	Lowry et al.			
	4,882,674	11/21/89	Quint et al			
	4,914,570	4/3/90	Peacock			
	5,127,099	6/30/92	Zifferer et al.			
	5,155,847	10/13/92	Kirouac et al.			
	5,220,604	6/15/93	Gasser et al.			
	5,230,072	7/20/93	Smith et al.			
	5,261,042	11/9/93	Brandt			
	5,261,102	11/9/93	Hoffman			
	5,263,165	11/16/93	Janis			
	5,263,167	11/16/93	Connor, Jr., et al.			
	5,276,901	1/4/94	Howell et al.			
	5,274,806	12/28/93	Hill			
	5,289,371	2/22/94	Abel et al.			
	5,293,620	3/8/94	Barabash et al.			
	5,317,729	5/31/94	Mukherjee et al.			
	5,321,841	6/14/94	East et al.			
	5,325,290	6/28/94	Cauffman et al.			
	5,325,478	6/28/94	Shelton et al.			
	5,361,349	11/1/94	Sugita et al.			
	5,375,244	12/20/94	McNair			
	5,396,621	3/7/95	MacGregor et al.			
	5,404,523	4/4/95	DellaFera et al.			
	5,414,812	5/9/95	Filip et al.			
	5,432,934	7/11/95	Levin et al.			
	5,440,730	8/8/95	Elmasri et al.			
	5,446,903	8/29/95	Abraham et al.			

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5,452,450	9/19/95	Delroy			
5,459,860	10/17/95	Burnett et al.			
5,463,774	10/31/95	Jenness			
5,481,700	1/2/96	Thuraisingham			
5,495,610	2/27/96	Shing et al.			
5,581,758	12/3/96	Burnett et al.			
5,513,348	4/30/96	Ryu et al.			
5,515,531	5/7/96	Fujiwara et al.			
5,551,027	8/27/96	Choy et al.			
5,012,405	4/30/91	Nishikado et al.			
5,276,870	1/4/94	Shan et al.			
5,446,886	8/29/95	Li			
4,811,207	3/7/89	Hikita et al.			
5,574,898	11/12/96	Leblang et al.			
5,499,357	3/12/96	Sonty et al.			
5,339,435	8/16/94	Lubkin et al.			
5,553,239	9/3/96	Heath et al.			
5,136,291	8/4/92	Teague			
5,541,991	7/30/96	Benson et al.			
4,951,192	8/21/90	Chase, Jr. et al.			
4,864,569	9/5/89	Delucia et al.			
4,809,170	2/28/89	Leblang et al.			
5,291,598	3/1/94	Grundy			
5,293,422	3/8/94	Loiacono			
5,450,593	9/12/95	Howell et al.			
5,263,147	11/16/93	Francisco et al.			
5,504,814	4/2/96	Miyahara			
5,552,776	9/3/96	Wade et al.			
5,276,869	1/4/94	Forrest et al.			
5,204,812	4/20/93	Kasiraj et al.			
5,307,495	4/26/94	Seino et al.			
5,073,933	12/17/91	Rosenthal			
5,339,403	8/16/94	Parker			
5,251,317	10/5/93	Iizuka et al.			
5,469,556	11/21/95	Clifton			
5,297,283	3/22/94	Kelly, Jr. Et al.			
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